

WHAT IS CLAIMED IS:

1. A test plan review process for verifying a test plan for implementing a request for service, said test plan review process comprising the steps of:

- a. preparing a plurality of test plan review documents;
- 5 b. scheduling a test plan review;
- c. identifying and notifying each of a plurality of participants of the scheduled test plan review, wherein said participants include a facilitator, a test plan author, a technologist, a scribe and a user;
- d. making the test plan review documents electronically available to the test plan review participants;
- 10 e. conducting the test plan review;
- f. receiving any proposed changes to the test plan review documents resulting from the conducted test plan review;
- 15 g. recording the proposed changes to the test plan review documents on a test plan review results form;
- h. sending the test plan review results form to the facilitator;
- i. reviewing the test plan review results form with the test plan author;
- j. incorporating the test plan review results from the test plan review results form in the test plan; and
- 20 k. filing the test plan review results form.

2. The test plan review process of claim 1, wherein the step of preparing the test plan review documents is conducted by the test plan author using a plurality of test plan document

templates electronically available in a project public folder of a computer memory; and following the step of preparing the test plan review documents, the process further includes the step of sending the test plan review documents to a project leader at a site where the test plan review will take place.

5 3. The test plan review process of claim 1, wherein said facilitator reviews the test plan review documents before conducting the test plan review, and leads the conducting of the test plan review.

 4. The test plan review process of claim 1, wherein said technologist is a person familiar with a technology that is the subject of the request for service.

10 5. The test plan review process of claim 1, wherein said scribe records the proposed changes to the test plan review documents on the test plan review results form and transmits the test plan review results form to the facilitator.

15 6. The test plan review process of claim 1, wherein a project leader is responsible for obtaining official approval of the test plan, scheduling the test plan review and ensuring that test plan review checklists are completed and executed.

 7. The test plan review process of claim 1, wherein the user is a representative of a site where the test plan was written and is familiar with a business functionality of the request for service which is the subject of the test plan review.

20 8. A request for service (RFS) process comprising the steps of:

- a. a work management team receiving a request for a service;
- b. the work management team forwarding the request for a service to a team of developers;

c. the team of developers recommending at least one change and at least one task to implement the request for a service and forwarding the request for a service together with the recommended at least one change and the at least one task to a change management team;

d. the change management team migrating the request for a service from a development
5 environment to a model office/testing environment;

e. a quality assurance team of a model office writing and implementing a test plan for testing a project which is a subject of the request for a service in the model office/testing environment;

f. if any problems or errors are found during the testing in the test region, the quality
10 assurance team requesting a new task pursuant to a request for a service and forwarding the new task to the team of developers;

g. repeating steps (c) through (f) until there are no errors;

h. the quality assurance team of the model office forwarding the request for a service to the change management team upon successful completion of the testing in the test region and
15 after obtaining business approval; and

i. the change management team implementing the request for a service in a production region.

9. The test plan review process of claim 8, wherein said request for a service includes a request for a new or a modified product, or a new or a modified process, or a new or a modified
20 service, or a new or a modified software application, or a new or a modified hardware component.

10. A process for managing change comprising the steps of:

- a. providing a request for a service ("RFS");
 - b. analyzing the RFS by a team of developers;
 - c. proposing at least one change and at least one task to implement the RFS;
 - d. testing the proposed at least one change and the proposed at least one task according
- 5 to a test plan in a test region prior to implementing the RFS in a production region;
- e. verifying the testing; and
 - f. implementing the RFS in the production region.

11. The process of claim 10, wherein the step of proposing at least one change and at least one task includes the sub-steps of:

- a. scheduling a test plan review;
 - b. preparing a plurality of test plan review documents;
 - c. identifying and notifying a plurality of participants of the scheduled test plan review,
- wherein said participants include a facilitator, a test plan author, a technologist, a scribe and a user;
- d. making the test plan review documents electronically available to the test plan review participants, and
 - e. conducting the test plan review.

12. The test plan review process of claim 11, further including the steps of:

- a. preparing the plurality of test plan review documents by the test plan author using a
- 20 plurality of test plan document templates electronically available in at least one project public folder;
- b. sending the test plan review documents to a project leader at a site where the test plan

review will take place;

c. conducting the test plan review wherein the scribe records a plurality of events that occur during the test plan review, a plurality of results of the test plan review, and at least one proposed change to the test plan review documents based on the results of the test plan review;

5 d. receiving the at least one proposed change to the test plan review documents made during the test plan review;

e. recording the least one proposed change to the test plan review documents on a test plan review results form;

f. signing the test plan review results form;

10 g. sending the test plan review results form to the facilitator;

h. reviewing the test plan review results form with the test plan author;

i. incorporating the test plan review results from the test plan review results form in the test plan; and

j. filing the test plan review results form.

15 13. The test plan review process of claim 11, wherein said facilitator reviews the test plan review documents before conducting the test plan review, and leads the conduct of the test plan review.

14. The test plan review process of claim 11, wherein said technologist is a person familiar with a technology that is a subject of the request for service.

20 15. The test plan review process of claim 11, wherein said user is a representative of a site where the test plan was written and is familiar with a business functionality of the request for service which is the subject of the test plan review.

16. The test plan review process of claim 11, wherein a project leader is responsible for obtaining official approval of the test plan, scheduling the test plan review and ensuring that test plan review checklists are completed and executed.

17. The test plan review process of claim 11, wherein the scribe records the proposed changes to the test plan review documents on the test plan review results form and transmits the test plan review results form to the facilitator.

18. The test plan review process of claim 11, wherein the author prepares the plurality of test plan review documents using a plurality of test plan document templates electronically available in a project public folder of a computer memory.

19. A process for managing a request for service using a facility external to a business organization comprising the steps of:

- a. a work management team internal to the business organization sending the request for service to a model office of the business organization;
- b. an analyst in the model office transmitting the request for service to the external facility;
- c. assigning an associate at the external facility to work on the request for service;
- d. the associate at the external facility writing a test plan and a test script;
- e. obtaining approval of the written test plan and the test script;
- f. the associate executing the written test plan and the test script;
- g. the associate conducting testing pursuant to the test plan and the test script;
- h. the associate reporting any errors found during testing by writing a task;
- i. sending the task to a change management team after the errors found during testing

are corrected;

j. repeating steps (g) through (i) until there are no errors;

k. the associate obtaining approval for the request for service from the analyst in the model office;

5 l. conducting a test results review;

m. moving a project that is a subject of the request for service to a production region;

and

n. closing the request for service.